HELP!

Virgin

WHEN TO GET IT. WHERE TO GET IT. HOW TO GET IT.

PRODUCT SUPPORT

Thank you for purchasing this Virgin Interactive Entertainment product. To get the most out of your game, take advantage of the following product support:

VIRGIN INTERACTIVE ENTERTAINMENT'S AUTOMATED SUPPORT SYSTEM

Virgin is pleased to announce its new Automated Support System, available 24 hours a day, 7 days a week. Customer service information and answers to common technical problems are available on this system. Simply dial (714) 833-1999 for assistance at any time. A touch tone phone is required outside of normal business hours.

TECHNICAL SUPPORT

For technical support, please first consult the Troubleshooting guide located in this document. If you still need assistance, our technical support team is available to help you. If the answer is not available in our Automated Support System, live technical support representatives are available Monday through Friday from 8 am to 5 pm Pacific time at (714) 833-1999.

When calling, please position a phone near your computer. You may be required to retrieve information using your computer. Also, please have a pen and paper as well as the following information: make and model of your computer, amount of RAM, type and brand of the graphics and sound cards, and the contents of your CONFIG.SYS and AUTOEXEC.BAT files. If you are unsure about any of these, please try to find out before calling.

FAX SUPPORT

If you have access to a FAX machine, many technical support documents and hint sheets are available for FAXback through our Automated Support System.

You can also FAX requests for technical support to (714) 833-2001. Please include a complete description of the problem you are having and your system configuration, including the contents of your AUTOEXEC.BAT and CONFIG.SYS files. Also, please include a phone number in case we need to contact you for further information.

ONLINE SUPPORT

For computer users who also own a modem and telecommunications software, Virgin has its own support BBS and provides support on the GEnie network.

Virgin BBS

The Virgin BBS provides the latest news and information about our products as well as file patches, demos, and technical support.

To access our BBS, set your telecommunications settings up to 14,400 baud and no parity, 8 data bits, and 1 stop bit. Then, using your telecommunications software, dial (714) 833-3305. We have eight lines available to answer your calls. While there is no charge for the use of our BBS, long-distance phone call charges may apply to some callers. Our BBS is available 24 hours a day.

GEnie

To access the Virgin support area on GEnie, go to the Scorpia RoundTable (M805;1) and type in "SET 33". You can also send E-mail to [VIRGIN.GAMES].

ORDER LINE

The latest Virgin products can be ordered over the phone using your credit card! The toll-free number is (800) 874-4607. This toll-free number is for orders only. If you are unable to call 800 numbers, you can also reach our Order Line by calling (619) 490-9070. The order line FAX number is (619) 490-9232.

HINT INFORMATION

There are many ways to receive hints for Virgin games. Clue Books are available for most major games, and can be found at many software stores or ordered from our direct order line at (800) 874-4607.

Virgin also has two automated hint lines, available 24 hours a day at a cost of 75 cents per minute. You must have a touch tone phone, and be at least 18 years old or have parental or guardian permission before calling. Please be advised that not all Virgin products/titles are supported on the hint lines. In the USA, please call (900) 288-4744. We also have a hint line available for our Canadian customers. The cost is only $1.25/Canadian per minute. The Canada Hint Line is available at (900) 451-4422. If at any time you have a problem with either hint line, please call (800) 548-4468.

While free hint sheets are not available for all games, many can be requested through our Automated Support System. If you have a FAX machine, these hint sheets can be FAXed back to you instantly. Hints are available only on the automated system. Please do not ask our technical support specialists for hints, as they will be unable to provide them. Just call our Customer Service number at (714) 833-1999, select the option for an "Automated Session," and then select the "Customer Services" option.

You can also mail a request for free hints to Virgin Interactive Entertainment, 18061 Fitch Ave., Irvine, CA 92714, re: Hint Request. We will address such requests and send hint information if available. These free hints do not include all the information found in our Clue Books, or through our 900 Hint Lines.

DEFECTIVE DISK REPLACEMENT

If you have a defective disk, we will replace it without charge within 90 days of purchase. Simply mail in the defective disk(s) with a copy of your receipt in a regular envelope with a letter explaining the problem(s) you encountered, a return address, and your system configuration. Please remember to include your phone number in all correspondence in case we must contact you.

If you do not have the receipt or if 90 days have passed, please enclose a check or money order for $10.00, made payable to Virgin Interactive Entertainment. Sorry, we do not accept cash or credit cards. Please do not mail your entire game box. If you require a refund for a product, you must return the product to the original place of purchase under any refund and/or exchange policy the store has.

Please return the disks to:

Virgin Interactive Entertainment
18061 Fitch Ave.
Irvine, CA 92714

Virgin highly recommends calling technical support before sending your disk back for replacement. Your problem can often be fixed right over the phone.

MANUAL REPLACEMENTS

To obtain replacement manuals, send proof of purchase (a copy of your receipt, a copy of the back of the box, or the UPC code) with a check or money order for $10.00, made payable to Virgin Interactive Entertainment. Please mail these items to the above address.

TROUBLE-SHOOTING

Before calling technical support for help, there are several things you should check. First verify that your computer configuration matches or surpasses the product requirements listed on the product packaging. Also check the following:

INSTALLATION PROBLEMS

If you encounter an error during installation, or the program asks for a disk that doesn't exist, you most likely do not have enough room on your hard drive or one of the disks is bad. It is also possible that there is a conflict with something in memory, in which case you will want to try using a boot disk, described below.

After running the installation program, go to the C:\> prompt and type "DIR". At the bottom will be the number of bytes free. If it is less than one megabyte (about 1,000,000 bytes), you probably do not have enough space on your hard drive to install the

program. You will need to make more room by deleting older programs you no longer need. Generally, you will need about 2-3 megabytes per disk to install the program. If you use disk compression, such as Stacker or DoubleSpace, you will need about 5 megabytes per disk. (In other words, if there are eight disks in the package, you will need approximately 20 megabytes free on the hard drive for installation.)

If the installation program hangs on a certain disk or ignores one, you may have a defective disk. See the above information regarding disk replacements for more information.

NOT ENOUGH MEMORY

If you are getting the message "Insufficient conventional memory" or "The KB required value is too large," you need to free up more conventional memory to get the game running.

To check the amount of free memory, go to the C:\> prompt and type "**MEM**". Look for the "Largest executable program size:". While the necessary amount of free memory varies by product, most games will require at least 550K free, and some will require as much as 580K

If you use MS-DOS 5.0, the process of freeing up more memory is described in Chapter 12 of the DOS manual. It includes many helpful hints that can take care of this problem. If you are unable to get above the required amount, try creating a boot disk, explained below.

If you use MS-DOS 6.0 or higher, you can use a program called MemMaker to free up more conventional memory. To run it, go to the C:\> prompt and type "**MEMMAKER**". Press ENTER to continue, then select "Express setup." When it asks, "Do you have any programs that require expanded memory?" answer NO. MemMaker will reboot your computer two times as it reconfigures your system. If MemMaker is unsuccessful, or if it does not free up enough memory, try creating a boot disk, explained below.

NOT ENOUGH XMS/EMS MEMORY

If you are getting the message "Not enough XMS/EMS memory", first make sure that you meet the minimum memory requirement for the game. The game may require 2 or 4 megabytes of RAM.

To check the amount of free XMS, go to the C:\> prompt and type "**MEM**". Look for the amount of free "Extended (XMS)". While the necessary amount of memory varies by product, some games require as much as 2000K free.

To free up more XMS memory, you will need to reduce the amount of memory used by SMARTDRV. To do this, go to the C:\> prompt, type "**EDIT AUTOEXEC.BAT**", and look for a line similar to the following:

```
LH C:\DOS\SMARTDRV.EXE 1024 256 /x
```

This means that SMARTDRV is using 1024K of XMS. (If no numbers are present, then it is using 1024K by default.) You need to reduce this number to free up more XMS memory. If you are less than 512K short of the required amount (i.e. you have 1600K free and the game requires 2000K), try reducing the first number to 512. You need to reboot your computer after making the change before its effect will take place. You can check the result of the change by typing "**MEM**".

SOUND DIFFICULTIES

If the program does not recognize your sound card, or you are getting no digitized samples (i.e. voices), check the following:

Make sure there is a line in your AUTOEXEC.BAT files that reads:

```
SET BLASTER=A220 I5 D1 T3
```

The settings may vary, depending on how your sound card is configured. For example, many sounds cards also use "I7". Verify that these do match the correct settings for your sound card, and that this line is capitalized. If you modify this line, you need to reboot your system for the change to take effect. You will also need to re-run the SETUP program so it can recognize your new settings.

If you are unsure what type of sound card you have, use the above SET BLASTER command, and select ADLIB for music and SOUNDBLASTER for speech/sound effects.

CREATING A BOOT DISK

If you do not have enough memory, or if you are running into inexplicable lock ups or getting an EMM386 error #12, try using a boot disk.

Getting Started

Before making a boot disk, you will need the following:

- A blank disk for your A: drive.
- The current contents of your CONFIG.SYS and AUTOEXEC.BAT files.
  An easy way to get this information is to go to a C:\> prompt and type "**EDIT CONFIG.SYS**". Click on "File" then "Print." Once its contents have been printed, click on "File" then "Exit" and do the same for your AUTOEXEC.BAT file by typing "**EDIT AUTOEXEC.BAT**". (If you do not have a printer, you can also copy these files down by hand. It is not necessary to copy the whole file. Continue reading to determine which lines you will need.)

To make the disk a "boot disk," insert it into drive A and type "FORMAT A: /S" This formats a system (i.e. bootable) disk. When it asks for the volume label, just press ENTER.

The CONFIG.SYS file

You will now need to create a new CONFIG.SYS and AUTOEXEC.BAT file for your boot disk. Let's start with the CONFIG.SYS. Go to your A:\> prompt by typing "A:" and pressing ENTER, and then type "EDIT†CONFIG.SYS".

Here is a sample of what the final CONFIG.SYS should look like:

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DEVICEHIGH=YOUR CD-ROM DRIVER
DEVICEHIGH=YOUR SOUND DRIVER
DOS=HIGH,UMB
BUFFERS=40,0
FILES=40
```

Type each line as it appears above. For the CD-ROM driver, you will need to get this information from your current CONFIG.SYS file. It is the line containing "/D:MSCD001" or similar. Some example driver names are "DD260.SYS", "MTMC-

DAE.SYS", and "TSLCDR.SYS". Keep all of the parameters after the "xxx.SYS" the same. Before the "=" sign, you should only have the DEVICEHIGH statement. (If this is a "/L:1,xxx", do not include it. See the sample configurations for examples.)

If your sound card requires a driver, such as the ProAudio Spectrum's MVSOUND.SYS, you will need to include that as well. Again, copy all of the parameters after the driver's name, but make sure that the line begins with just "DEVICEHIGH=C:\..."

If you use DoubleSpace, you will need to add the following line:

DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE

If you use any other disk compression software, you will need to consult your manual for what lines you need to include.

Save this file by clicking on "File" then "Save..." Now exit by clicking on "File" then "Exit".

■ The AUTOEXEC.BAT file

The next step is to create a new AUTOEXEC.BAT file. At the A:\> prompt, type "EDIT†AUTOEXEC.BAT" and enter the following lines:

PROMPT PG
SET BLASTER=A220 I5 D1 T3
(Additional sound card information)
SET PATH=C:\DOS;C:\
LH C:\MOUSE\MOUSE.EXE
LH C:\DOS\MSCDEX.EXE /D:MSCD001 /M:20

The "SET BLASTER" line should match the one in your current AUTOEXEC.BAT file; do not change the settings. (However, do make sure that this statement is capitalized.) Some sound cards, such as the SoundBlaster 16, have additional lines. You should include every line for your sound card in your new AUTOEXEC.BAT. (See the sample configuration for the SB16.)

The line for your mouse driver may vary, and you should copy this line from your current AUTOEXEC.BAT file. The line should consists only of "LH" followed by a space, followed by the path and name of the mouse driver. If, for example, you have a line that currently reads:

LH†/L:1,25343 C:\MSMOUSE\MOUSE

you will need to add the following line to your new AUTOEXEC.BAT:

LH C:\MSMOUSE\MOUSE

The line for MSCDEX will also vary by system. Make sure that the path matches the one in your current AUTOEXEC.BAT file. For example, it might be located at "C:\CDROM\DRV\MSCDEX.EXE". You should only include two parameters: "/M:20" and "/D:xxx". The /D: statement should match the one in your CONFIG.SYS file.

Once you have finished your AUTOEXEC.BAT file, save it by clicking on "File" then "Save..." Now exit by clicking on "File" then "Exit".

Your boot disk is now complete. Keep it in your A: drive, and reboot your computer. Your computer should now boot with the new configuration.

■ Sample Configurations

Following are sample configurations for the SoundBlaster 16 and ProAudio Spectrum 16 sound cards. If you have either of these sound cards, you can most likely use these files exactly as they appear. (ProAudio Spectrum 16 users note that the "FUSIONCD" path will vary depending on which bundle you purchased.)

Sample Configuration - SoundBlaster 16:

CONFIG.SYS

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DOS=HIGH,UMB
FILES=40
BUFFERS=40,0
DEVICEHIGH=C:\SB16\DRV\SBCD.SYS /D:MSCD001 /P:220
```

AUTOEXEC.BAT

```
PROMPT $P$G
SET BLASTER=A220 I5 D1 H5 P330 T6
C:\SB16\SB16SET /M:220 /VOC:220 /CD:220  /MIDI:220 /LINE:220 /TREBLE:0
C:\SB16\SBCONFIG.EXE /S
SET PATH=C:\DOS;C:\
LH C:\MOUSE\MOUSE.EXE
LH C:\SB16\DRV\MSCDEX.EXE /D:MSCD001 /V /M:20
```

Sample Configuration - ProAudio Spectrum 16

CONFIG SYS

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DOS=HIGH,UMB
FILES=40
BUFFERS=40,0
DEVICEHIGH=C:\FUSIONCD\TSLCD.SYS /D:MVCD001
DEVICEHIGH=C:\FUSIONCD\MVSOUND.SYS Q:5 D:3 S:1,220,1,5 M:0 J:1
```

AUTOEXEC.BAT

```
PROMPT $P$G
SET BLASTER=A220 D1 I5 T3
SET PATH=C:\DOS;C:\
LH C:\FUSIONCD\MSCDEX /D:MVCD001 /V /M:20
LH C:\MOUSE\MOUSE.EXE
```

Sample Configuration - Sound Galaxy Pro

CONFIG.SYS

```
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
DOS=HIGH,UMB
FILES=40
BUFFERS=40,0
DEVICEHIGH=C:\MMP16\DRIVERS\CR56X.SYS /D:MSCD001
```

AUTOEXEC.BAT

```
PROMPT $P$G
SET BLASTER=A220 I5 D1 T4
SET PATH=C:\DOS;C:\
LH C:\DOS\MSCDEX /D:MSCD0001 /M:20
LH C:\MOUSE\MOUSE.
```

LICENSE AGREEMENT

This is a license agreement between you (either an individual or an entity), the end user, and Virgin Interactive Entertainment, Inc.

VIRGIN PRODUCT LICENSE

1. GRANT OF LICENSE. This Virgin License Agreement ("License") permits you to use one copy of the specified version of the Virgin software/cartridge product identified above ("Product") on any single computer or game platform.

2. COPYRIGHT. The Product is owned by Virgin or its suppliers and is protected by the United States copyright laws and international treaty provisions. Virgin retains all rights not expressly granted. Therefore, you must treat the Product like any other copyrighted material (e.g. a book or musical recording) except that you may either (a) make one copy of the Product (if the Product is software) solely for backup or archival purposes, or (b) transfer the Product to a single hard disk provided you keep the original solely for backup or archival purposes. You may not copy the written materials accompanying the Product.

3. OTHER RESTRICTIONS. This Virgin License Agreement is your proof of license to exercise the rights granted herein and must be retained by you. You may not loan, sell, rent, lease, give, sublicense or otherwise transfer the Product (or any copy). Notwithstanding the foregoing, in one case you may transfer your rights under this Virgin License Agreement on a permanent basis provided you transfer this License Agreement, the Product, and all accompanying written materials, retain no copies, and the recipient agrees to the terms of this Agreement. You may not modify, adapt, translate, create derivative works, decompile, disassemble, or otherwise reverse engineer or attempt to reverse engineer or derive source code from, all or any portion of the Product or anything incorporated therein or permit or encourage any third party to do so. If the Product is an update, any transfer must include the update and all prior revisions.

LIMITED WARRANTY

LIMITED WARRANTY. Virgin warrants that the Product will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt. Any implied warranties on the Product are limited to ninety (90) days. Some states/jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

CUSTOMER REMEDIES. Virgin's entire liability and your exclusive remedy shall be, at Virgin's option, either (a) return of the price paid or (b) repair or replacement of the Product that does not meet Virgin's Limited Warranty and that is returned to Virgin with a copy of your receipt. In no event shall Virgin's liability with respect to this Limited Warranty exceed the cost of replacement of the media on which the Product is recorded. This Limited Warranty is void if failure of the Product has resulted from accident, abuse, or misapplication. Any replacement of the Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Neither these remedies nor any product support services offered by Virgin are available for this U.S.A. version product outside of the United States of America.

NO OTHER WARRANTIES. Virgin disclaims all other warranties, either express or implied warranties of merchantability and fitness for a particular purpose, with respect to the Product and the accompanying written materials. Virgin does not warrant that the enclosed product or documentation will satisfy the requirements of your computer system or that the enclosed product or documentation are without defect or error or the operation of the enclosed product will be uninterrupted.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. In no event shall Virgin or its suppliers be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use or inability to use this Virgin product, even if Virgin has been advised of the possibility of such damages. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

The warranty and remedies set forth herein are exclusive and in lieu of all others, oral or written, express or implied. No Virgin dealer, distributor, agent or employee is authorized to make any modification or addition to this warranty.

U.S. GOVERNMENT RESTRICTED RIGHTS. The Product and all accompanying written materials are proved with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in Restricted Rights in Technical Data and Computer Software Clause at FAR 52.227-7013(c)(1)(ii) or FAR 52.227-19. Manufacturer is Virgin Interactive Entertainment, Inc., 18061 Fitch Avenue, Irvine, California, 92714.

This Agreement is governed by the laws of the State of California.

For more information about Virgin's licensing policies,
please call Virgin Interactive Entertainment, Inc. Customer Service at 1(800)833-1999, or
write: Virgin Sales and Service/18061 Fitch Avenue/ Irvine, CA 92714.

© 1995 Virgin Interactive Entertainment, Inc. All rights reserved. Virgin is a registered trademark of Virgin Enterprises, Ltd.

CRD 99006-3